Application Serial No. 10/748,837
Amendment Dated March 29, 2008
Reply to Office Action Dated February 29, 2008

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1.   (currently amended) A call routing system for use in directory assistance, said routing system comprising:

a primary call routing device <u>at a first directory assistance system</u> configured to receive directory assistance calls from callers ~~at a first directory assistance system,~~ and to determine, for each of said calls, whether said calls will be handled by said first directory assistance system, or by a second directory assistance system among a plurality of directory assistance systems; and

a secondary router <u>at said first directory assistance system</u>, said secondary router configured to route said calls within said first directory assistance system to said primary call routing device, <u>and</u> ~~said secondary router having a default call distribution logic,~~ wherein if said primary call routing device is off-line, said secondary call router <u>employs a default call distribution logic to</u> route[[s]] said calls among said first directory assistance system and said plurality of directory assistance systems ~~according to said default distribution logic~~.

3

2.	(currently amended) The call routing system as claimed in claim 1, wherein said

secondary router further maintains a <u>sensor to</u> ~~means for~~ determine the online/off-line status of

said primary call routing device.

3.	(currently amened.) The call routing system as claimed in claim 1, wherein said directory

assistance system further comprises a <u>sensor to determine</u> ~~means for determining~~ the on line/off-

line status of said primary call routing device, and delivering information on said status to said

secondary router.

4.	(original) The call routing system as claimed in claim 1, further comprising a transfer

router, said transfer router configured to transfer calls between said directory assistance system

and a second directory assistance system via a Wide Area Network (WAN).

5.	(original) The call routing system as claimed in clam 4, wherein said primary call routing

device routes a portion of said plurality of said incoming calls to said second directory assistance

system when said directory assistance system is experiencing high call volume.

6.	(original) The call routing system as claimed in claim 4, wherein said secondary router

routes a portion of said plurality of said incoming calls to said second directory assistance system

when said primary call routing device is off line.

7.　　(original) The call routing system as claimed in claim 4, further comprising an automatic call distribution call center, configured to receive a portion of said plurality of calls from said secondary router and distribute them among a plurality of operator terminals disposed within said directory assistance system.

8.　　(original) The call routing system as claimed in claim 7, where in said second directory assistance system further comprises a second automatic call distribution call center configured to receive a portion of said plurality of calls from said secondary router and distribute them among a plurality of operator terminals disposed within said second directory assistance system.

9.　　(currently amended) A call routing system for use in a directory assistance system, said routing system comprising:

　　　　a primary call routing device configured to receive directory assistance calls from callers;

　　　　a frequent caller database, configured to store information corresponding to frequent callers; and

　　　　a frequent caller routing module[[,]] coupled to said primary call routing device configured to determine if a particular caller's information is stored in said frequent caller

5

database wherein if said caller's information is stored in said frequent caller database, said

primary call routing device utilizes said information and to determines if said caller is to receive

priority call routing.

10.   (original) The call routing system as claimed in claim 9, wherein said frequent call

routing module is located within said primary call routing device.

11.   (original) The call routing system as claimed in claim 9, wherein said frequent call

routing module is a software application within said primary call routing device.

12.   (original) The call routing system as claimed in claim 9, wherein said frequent call

routing module is configured to convey the priority call routing decision to said primary call

routing device to perform routing of said call.

13.   (original) The call routing system as claimed in claim 9, wherein said information

corresponding to frequent callers includes a listing of frequent callers to said directory assistance

system and the corresponding frequency of their calls.

14.   (original) The call routing system as claimed in claim 13, wherein said frequency of calls

made to said directory assistance system are stored as calls per month.

15.   (original) The call routing system as claimed in claim 9, wherein said information

corresponding to frequent callers includes a listing of frequent callers to said directory assistance

system are stored in one of a plurality of designated call frequency groups.

16.   (original) The call routing system as claimed in claim 15, wherein said frequent caller

routing module makes priority routing decisions for incoming calls based on said call frequency

group assigned to said caller, in said frequent caller database.

17.   (original) The call routing system as claimed in claim 16, wherein said frequent caller

routing module attempts to designate a desired predefined percentage of calls of the total

numbers of calls to said directory assistance system as priority calls.

18.   (original) The call routing system as claimed in claim 17, wherein said desired

percentage of calls is 3-5% of the total call volume to said directory assistance system.

19.   The call routing system as claimed in claim 17, wherein said frequent caller routing

module dynamically adjusts priority routing decisions for incoming calls by changing said call

frequency groups that are designated for priority routing so as to maintain said predefined

percentage of calls of the total numbers of calls to said directory assistance system, routed as

priority calls.

20.   (original) The call routing system as claimed in claim 9, wherein said priority call routing

includes expediting the handling of said call within said directory assistance system.

21.   (original) The call routing system as claimed in claim 9, wherein said priority call routing

includes routing said call within said directory assistance system to a particular operator terminal

among a plurality of operator terminals.

22.   (original) The call routing system as claimed in claim 21, wherein said particular operator

terminal is an increased skill operator.

23.   (currently amended) A call routing system for use in directory assistance, said routing

system comprising:

a primary call routing device at a first directory assistance system configured to receive

directory assistance calls from callers at a first directory assistance system, and to determine, for

each of said calls, whether said calls will be handled by said first directory assistance system, or

by a second directory assistance system among a plurality of directory assistance systems;

a frequent caller database, configured to store information corresponding to frequent

callers;

a frequent caller routing module[[,]] <u>coupled to said primary call routing device</u>

configured to determine if a particular caller's information is stored in said frequent caller

database <u>wherein if said caller's information is stored in said frequent caller database, said</u>

<u>primary call routing device utilizes said information</u> and <s>to</s> determine<u>s</u> if said caller is to receive

priority call routing, and

a secondary router <u>at said first directory assistance system</u>, said secondary router

configured to route said calls within said first directory assistance system to said primary call

routing device, <u>and</u> <s>said secondary router having a default call distribution logic,</s> wherein if said

primary call routing device is off-line, said secondary call router <u>employs a default call</u>

<u>distribution logic to</u> route[[s]] said calls among said first directory assistance system and said

plurality of directory assistance systems <s>according to said default distribution logic</s>.

24.   (currently amended) A method for routing directory assistance calls, said method

comprising the steps of:

receiving directory assistance calls from callers at a primary call routing device of a first

directory assistance system;

9

determining, for each of said calls, whether said calls will be handled by said first

directory assistance system or by a second directory assistance system among a plurality of

directory assistance systems;

routing said calls in said first directory assistance system from a secondary router <u>at said</u>

<u>first directory system</u> to said primary call routing device for primary call routing; and

if said primary call routing device is off-line, <u>said secondary router uses a default logic to</u>

<u>route</u> ~~routing~~ said calls among said first directory assistance system and said plurality of directory

assistance systems ~~by a default logic contained in said secondary router~~.

25.   (original) The method as claimed in claim 24, further comprising the step of determining

if said primary call routing device is on-line or off-line.

26.   (original) The method as claimed in claim 25, further comprising the step of notifying

said secondary router of said on-line/off-line status of said primary call routing device.

27.   (original) The method as claimed in claim 24, further comprising the step of transferring

calls between said first directory assistance system and said second directory assistance system

by way of a Wide Area Network (WAN).

28.   (original) The method as claimed in claim 24, further comprising the step of transferring

calls between said first directory assistance system and said second directory assistance system

by way of the Internet.

29.   (original) The method as claimed in claim 24, further comprising the step of transferring

calls between said first directory assistance system and said second directory assistance system

by way of a packet switched network.

30.   (original) The method as claimed in claim 24, further comprising the step of transferring

calls between said first directory assistance system and said second directory assistance system

when said first directory assistance system is experiencing high call volume.

31.   (currently amended) A method for routing calls within a directory assistance system, said

method comprising the steps of:

        receiving a directory assistance call at a primary call routing device;

        storing information corresponding to frequent callers in a frequent caller database;

        determining if a particular caller's information is stored in said frequent caller database;

and

        determining if said caller is to receive priority call routing, at a frequent caller routing

module[[,]] coupled to said primary call routing device based on said caller's information stored

in said frequent caller databse ~~based on said caller's information, if said caller is to receive~~

~~priority call routing~~.

32.   (original) A method as claimed in claim 31, further comprising the step of storing

information corresponding to frequent callers including listing frequent callers to said directory

assistance system and the corresponding frequency of their calls.

33.   (original) A method as claimed in claim 32 wherein said information corresponding to

frequent callers includes a listing of frequent callers to said directory assistance system in a

plurality of designated call frequency groups.

34.   (original) A method as claimed in claim 33, wherein said frequent caller routing module

executes priority call routing decisions based on said designated call frequency groups.

35.   (original) A method as claimed in claim 33, wherein said frequent caller routing module

designates a desired percentage of calls, of the total number of calls to said directory assistance

system, to be handled as priority calls.

36.   (original) A method as claimed in claim 35, further comprising the step of dynamically

adjusting priority routing decisions for incoming calls by changing said call frequency groups

that are designated for priority routing so as to maintain said predefined percentage of calls of the

total numbers of calls to said directory assistance system, routed as priority calls.

37.   (original) A method as claimed in claim 31, further comprising the step of expediting the

handling of a call after a priority routing has been assigned to that call.

38.   (original) A method as claimed in claim 31, further comprising the step of routing a call

to a particular operator terminal among a plurality of operator terminals after a priority routing

has been assigned to that call.